

AUTOMARK ELECTION DAY TROUBLESHOOTING GUIDE

Issue/Problem	Probable Causes	Solution
Flash Card has been inserted into AutoMARK unit, but all that displays is a white screen with an error message	Check to make sure you did not insert a blank flash card	Insert a flash card with programming
Flash Card has been inserted into AutoMARK unit and a Windows message 'Unable to load resource assembly' appears.	Flash card is corrupt	Contact Vendor who programmed the card
I still get an error message after unlocking my card	Confirm you are following the correct step by step instructions for unlocking the card. Verify that you are typing the correct unlock code	Contact BOE to verify you have the correct unlock code
The AutoMARK machine keeps returning by ballot with an error message.	Ensure that the stub has been removed from the ballot Make sure you have the correct flash card in the AutoMARK Go into test mode and select 'Available Precincts' and verify that you see your ballot style in the selected column	Insert another ballot into the AutoMARK If problem persists, please contact ES&S technical support
I have inserted my ballot, however the machine prompts me to 'Please insert your ballot'	If you are using 10 inch length ballots, make sure you flip the Reversible Roller Guide'	See BOE documentation for 'Flipping the Reversible Roller Guide'
AutoMARK only prints one side of the ballot and displays an error message	Make sure you have properly inserted a new ink cartridge in the AutoMARK	If problem persists, please contact ES&S technical support
Ballot selections not marked	Ink supply is low.	Replace ink cartridge
Ballot selections marked incorrectly	Ballot style is unacceptable or optical cameras in scanner device are not functioning correctly.	If ballot style is unacceptable, have the voter mark an acceptable ballot style. Insert Proper ballot style.
AutoMARK will not start up without plugging it into an AC outlet.	Battery is low.	Recharge battery
No response when screen images are touched.	Unknown	Shutdown and restart system. If problem still exists, call your service representative for service.
Audio presentation does not correspond with text displayed.	Election information may be setup wrong on the compact flash memory card (FMC).	Re-program information on the FMC and test.
No response when a key on the keypad is pressed	Unknown	Shutdown and restart system. If problem still exists, call your service representative for service.
No response when remote keypad or Puff-Sip device is used.	Device cable connection is not properly attached to the dual switch access (DSA) port.	Check all connections, then shutdown and restart the system if necessary.
Unable to hear audio presentation	Headphone connection is not properly inserted into the audio jack.	Check all connections, then shutdown and restart the system if necessary.